

FIG. 1

ANALOG VOICE 253

200

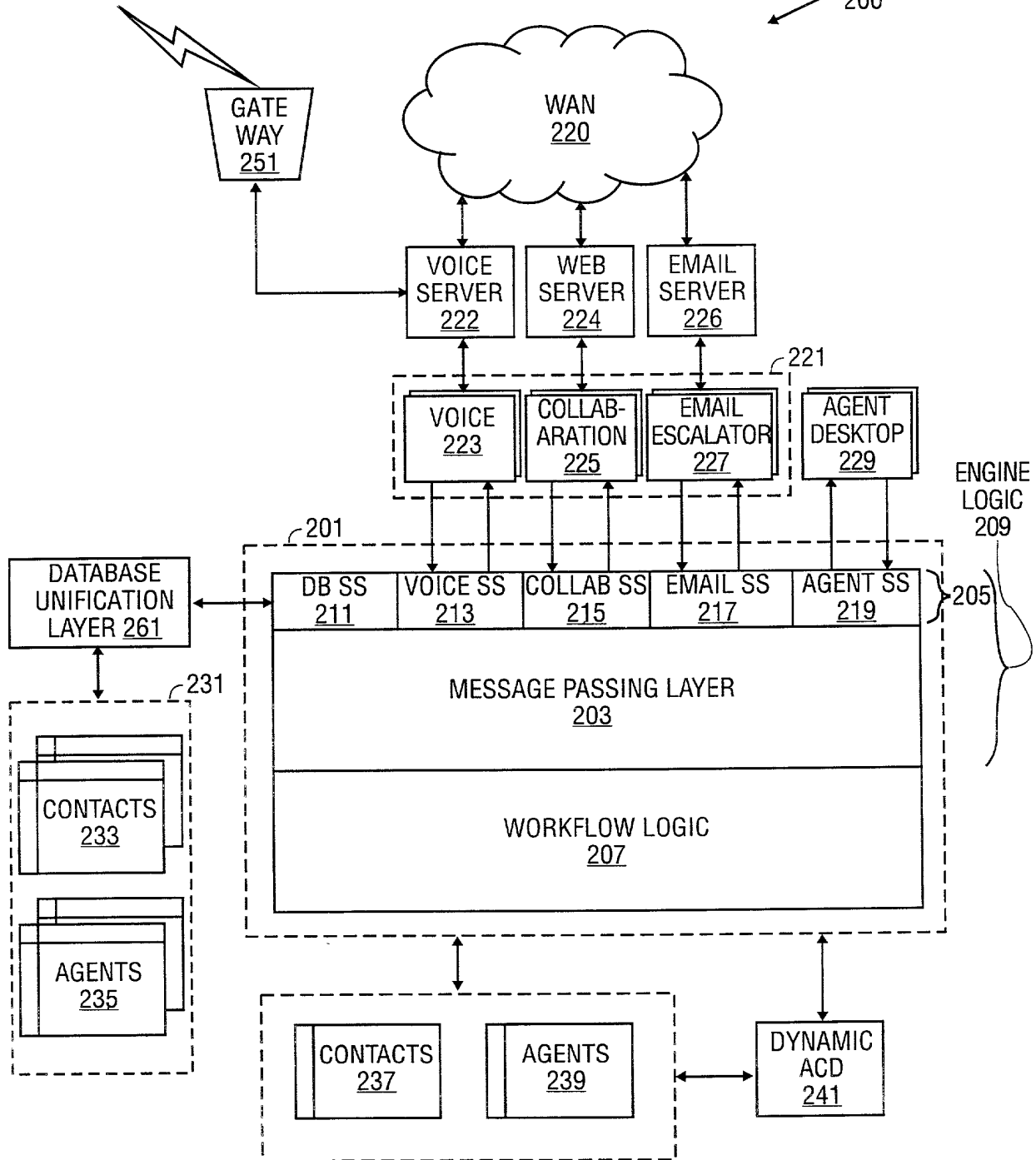


FIG. 2

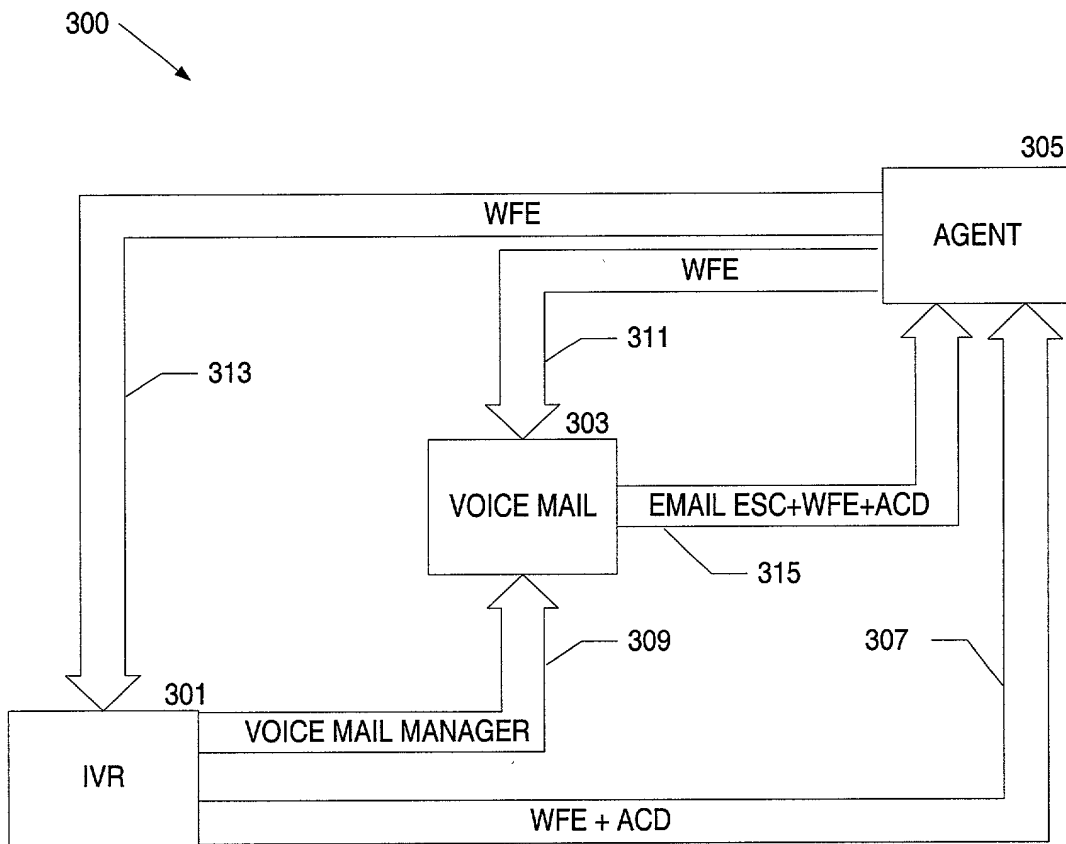


FIG. 3A

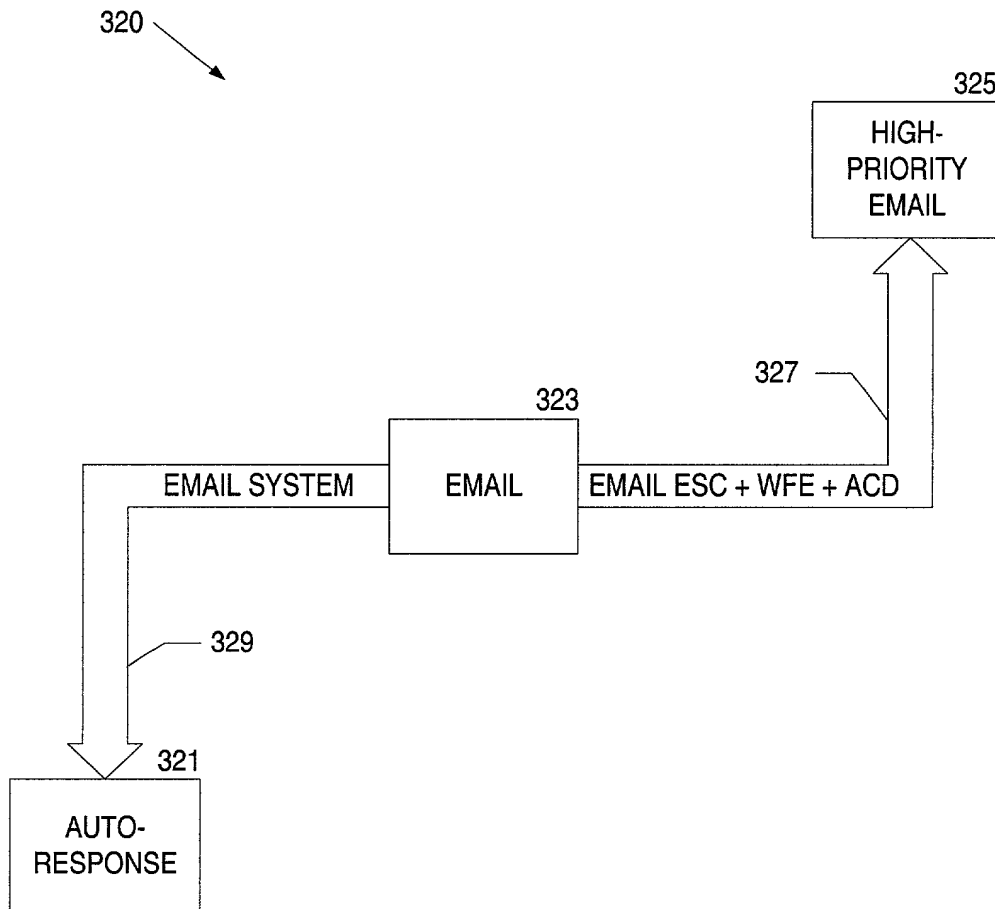


FIG. 3B

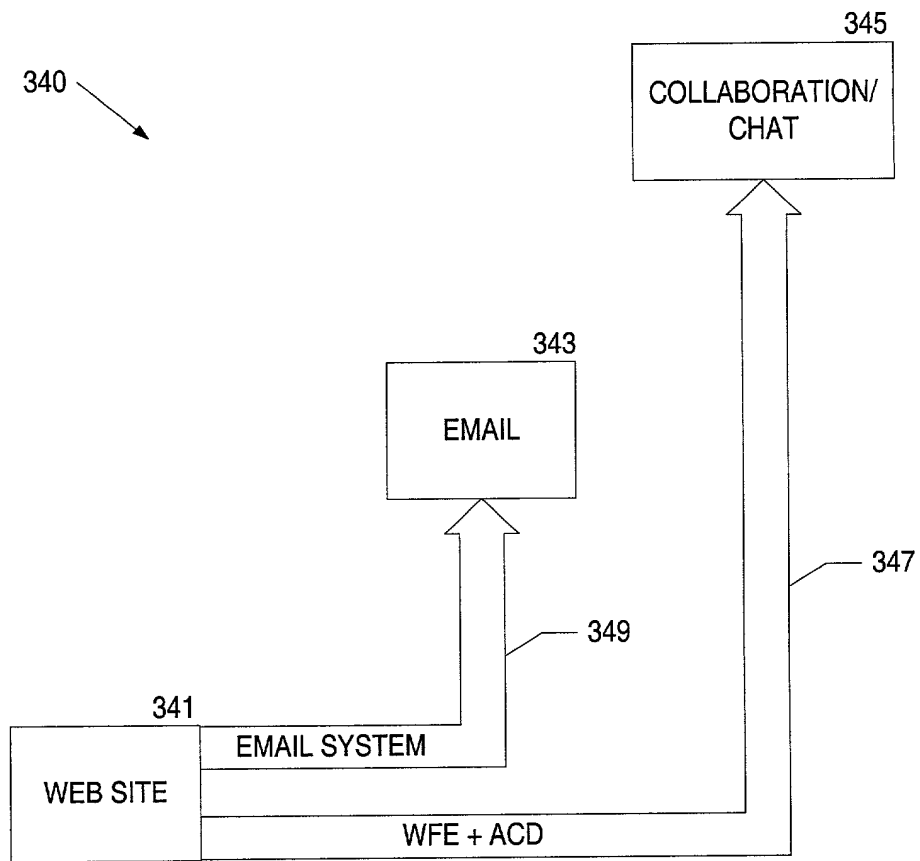


FIG. 3C

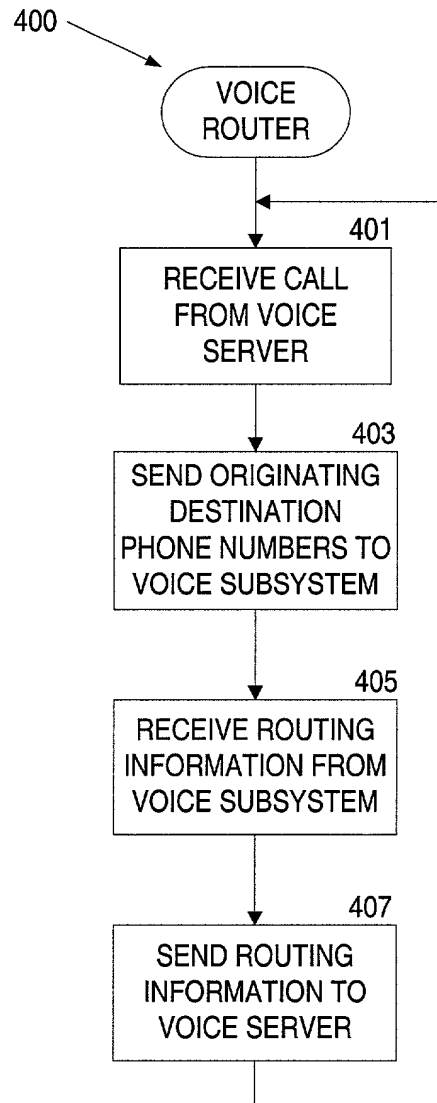
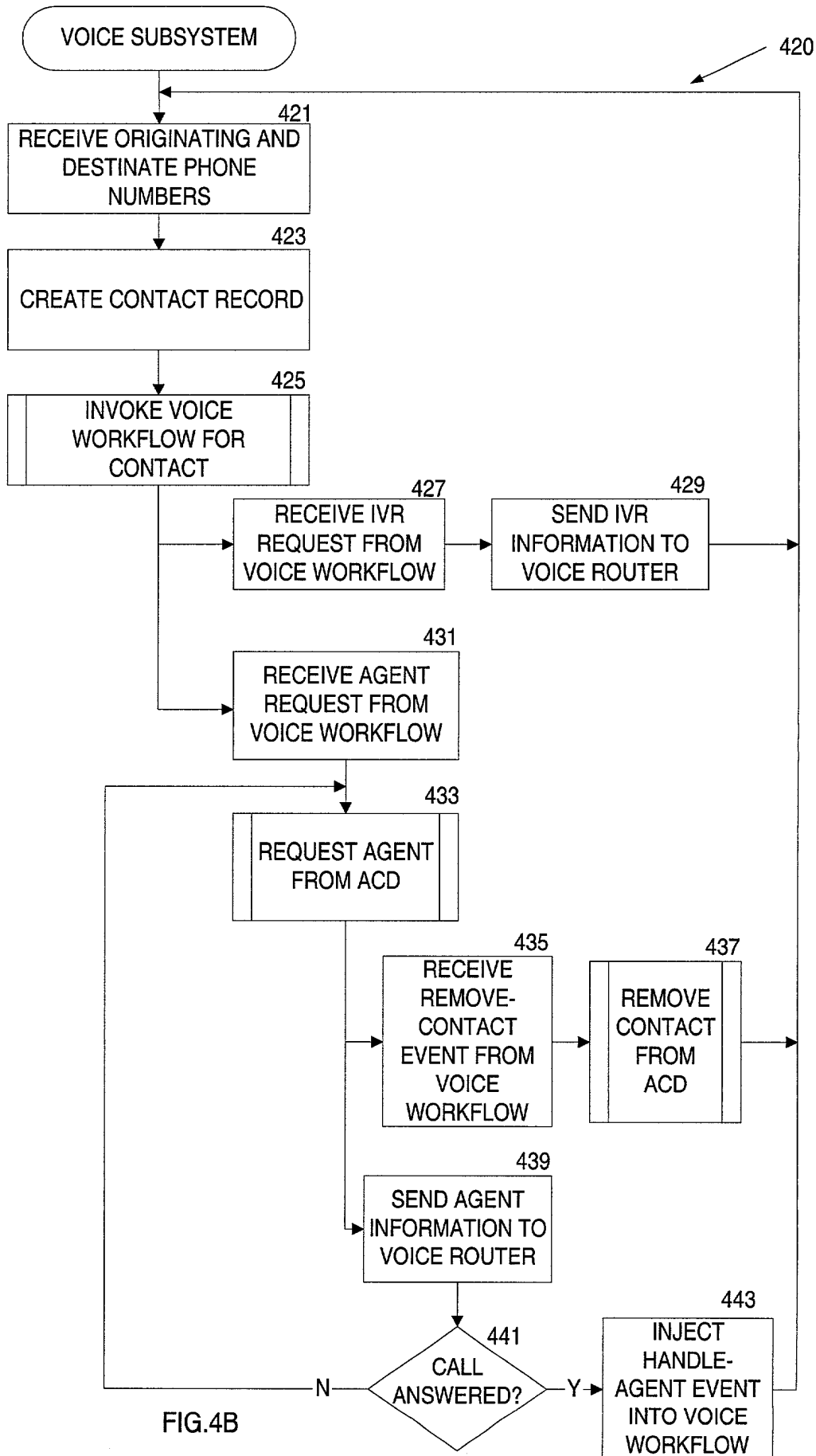


FIG.4A



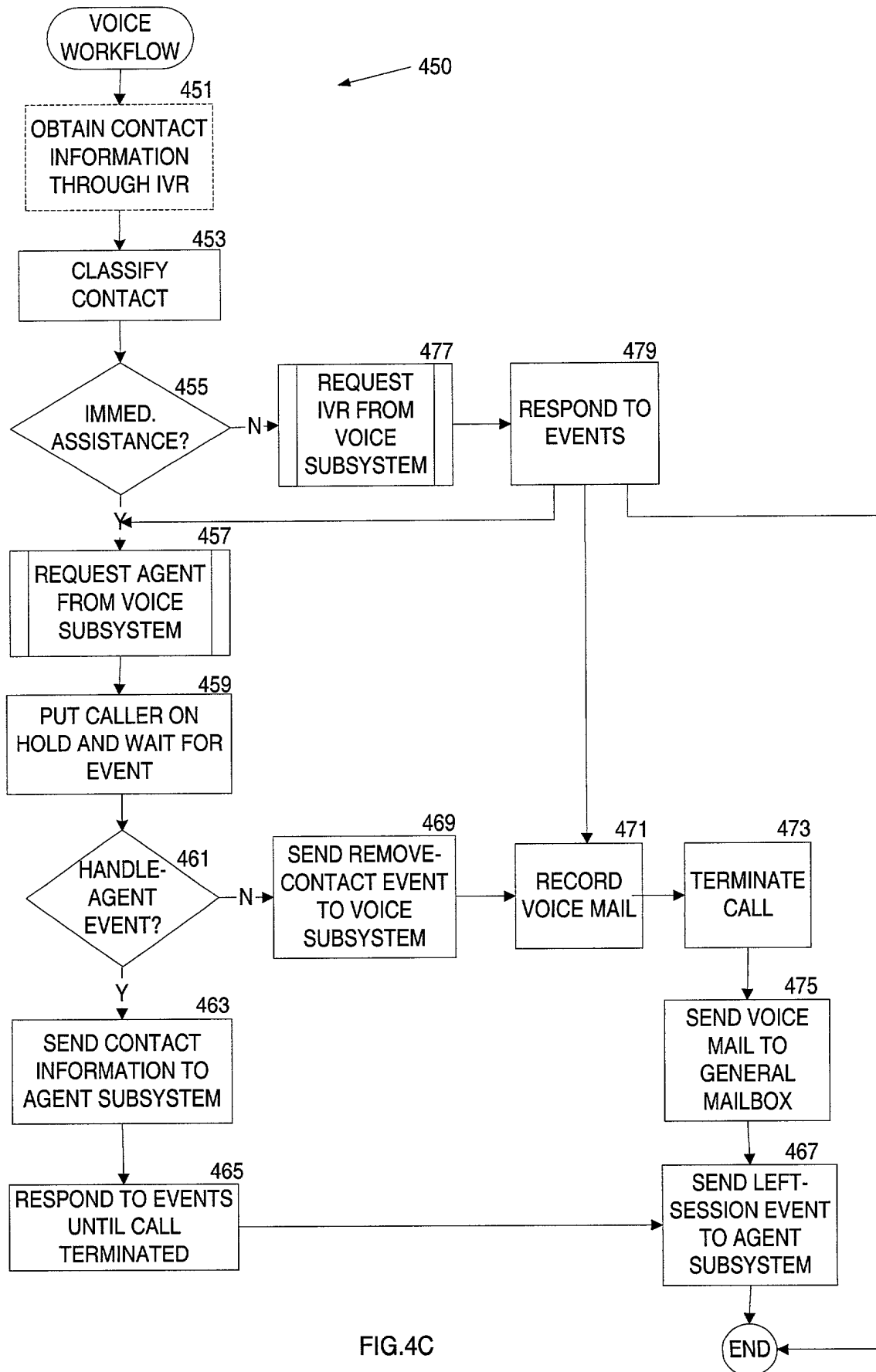


FIG.4C

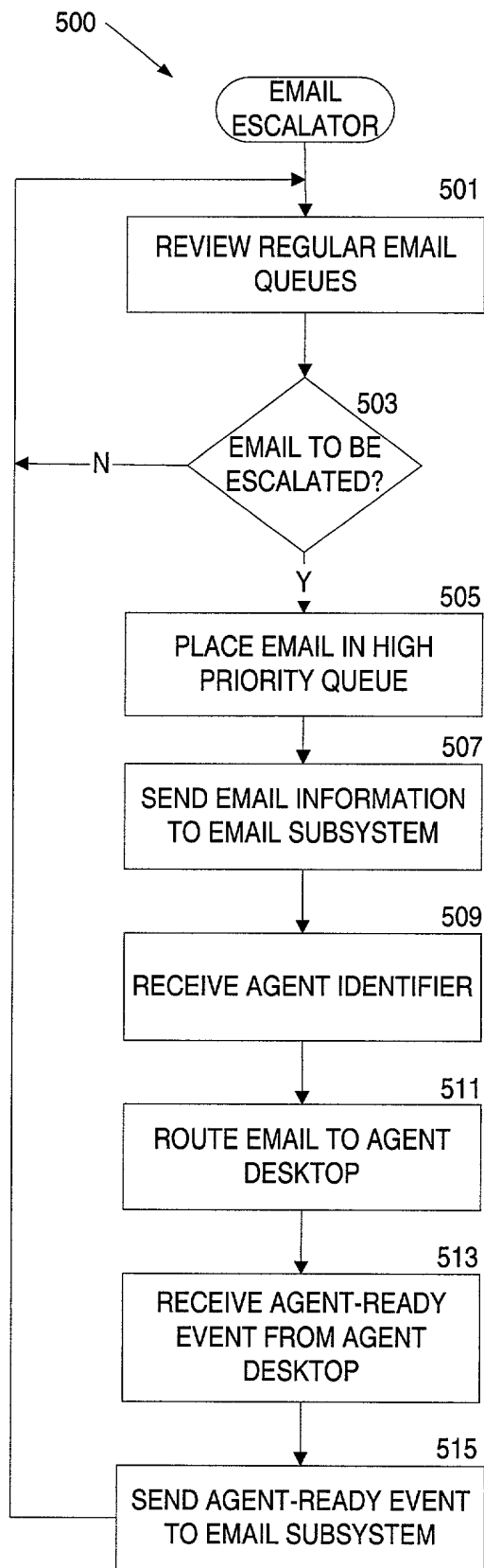


FIG.5A

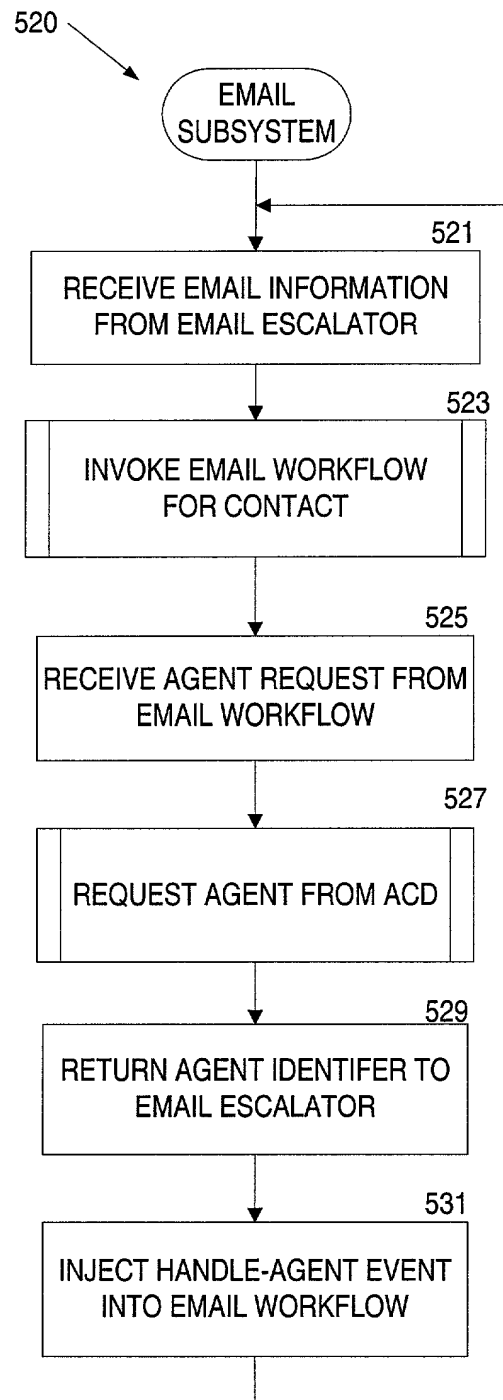


FIG.5B

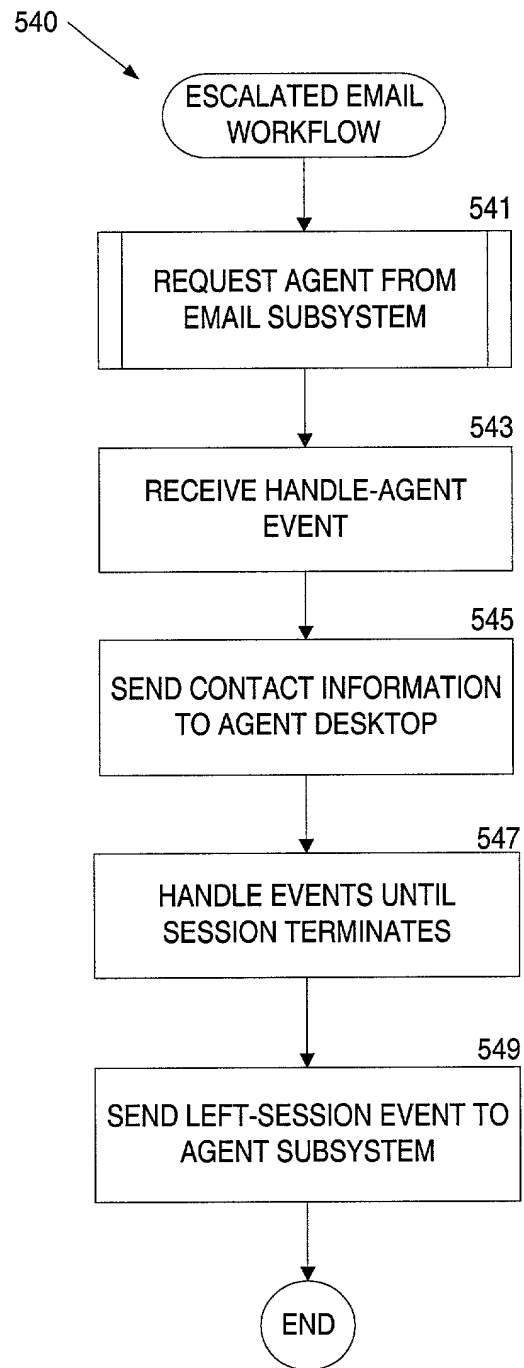


FIG.5C

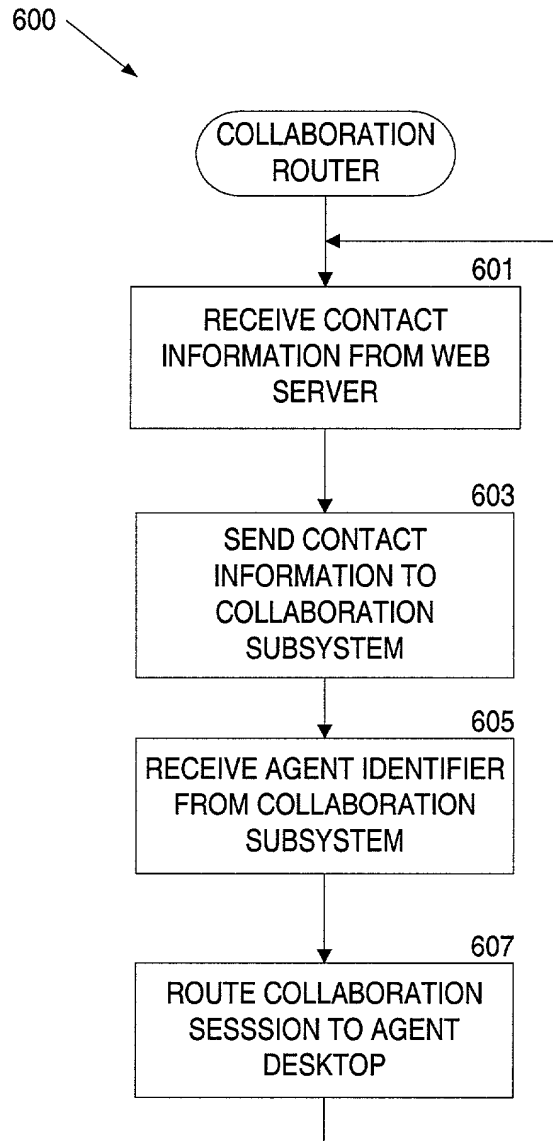


FIG.6A

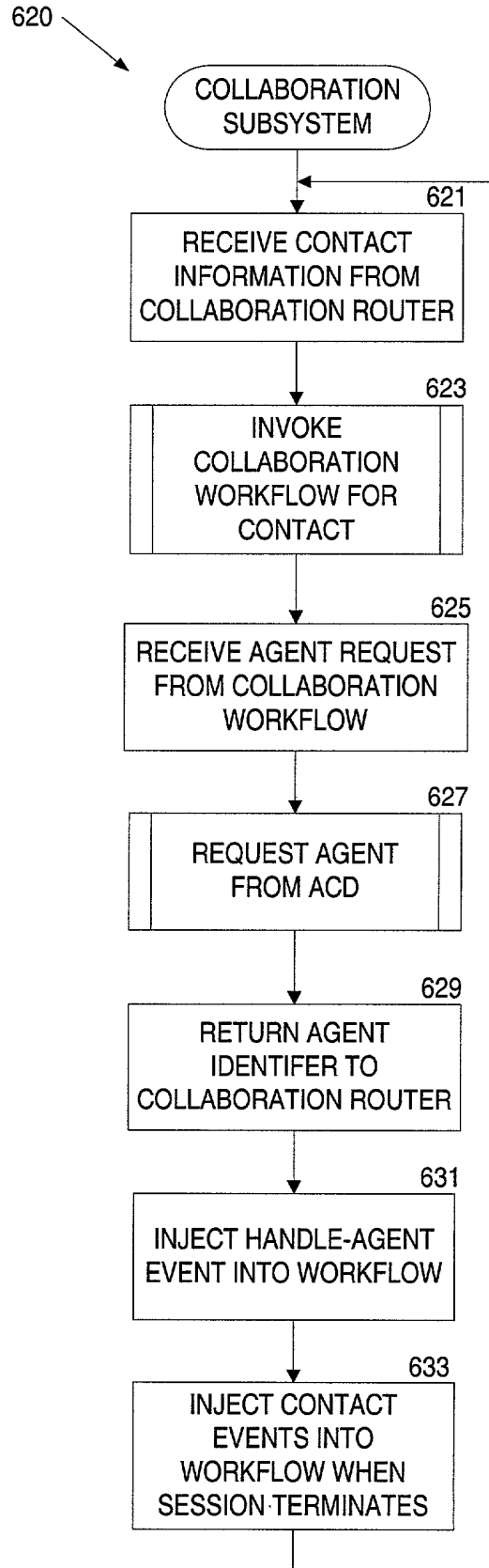


FIG.6B

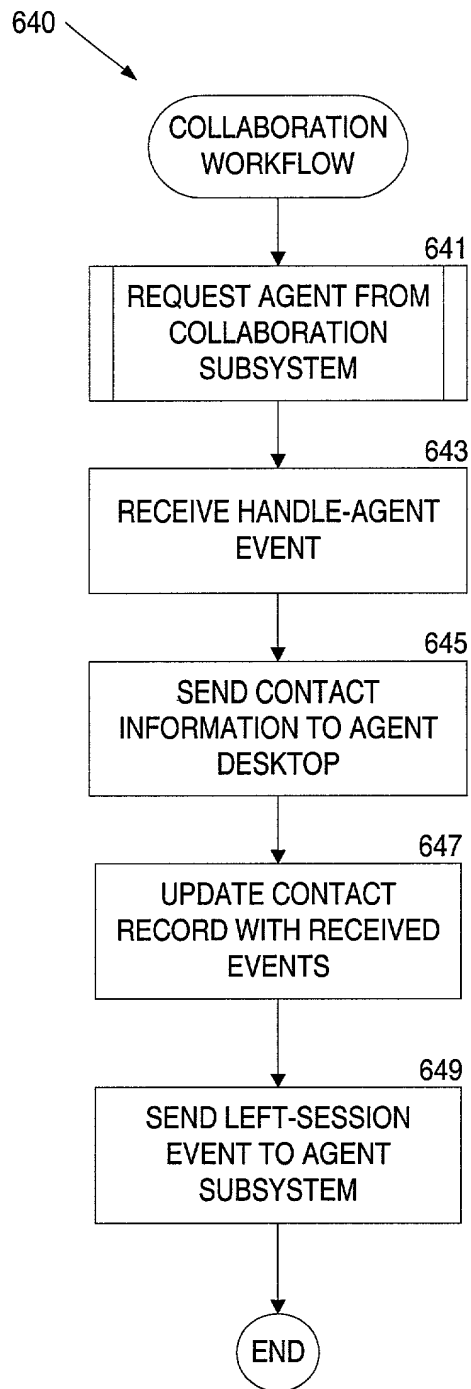


FIG.6C

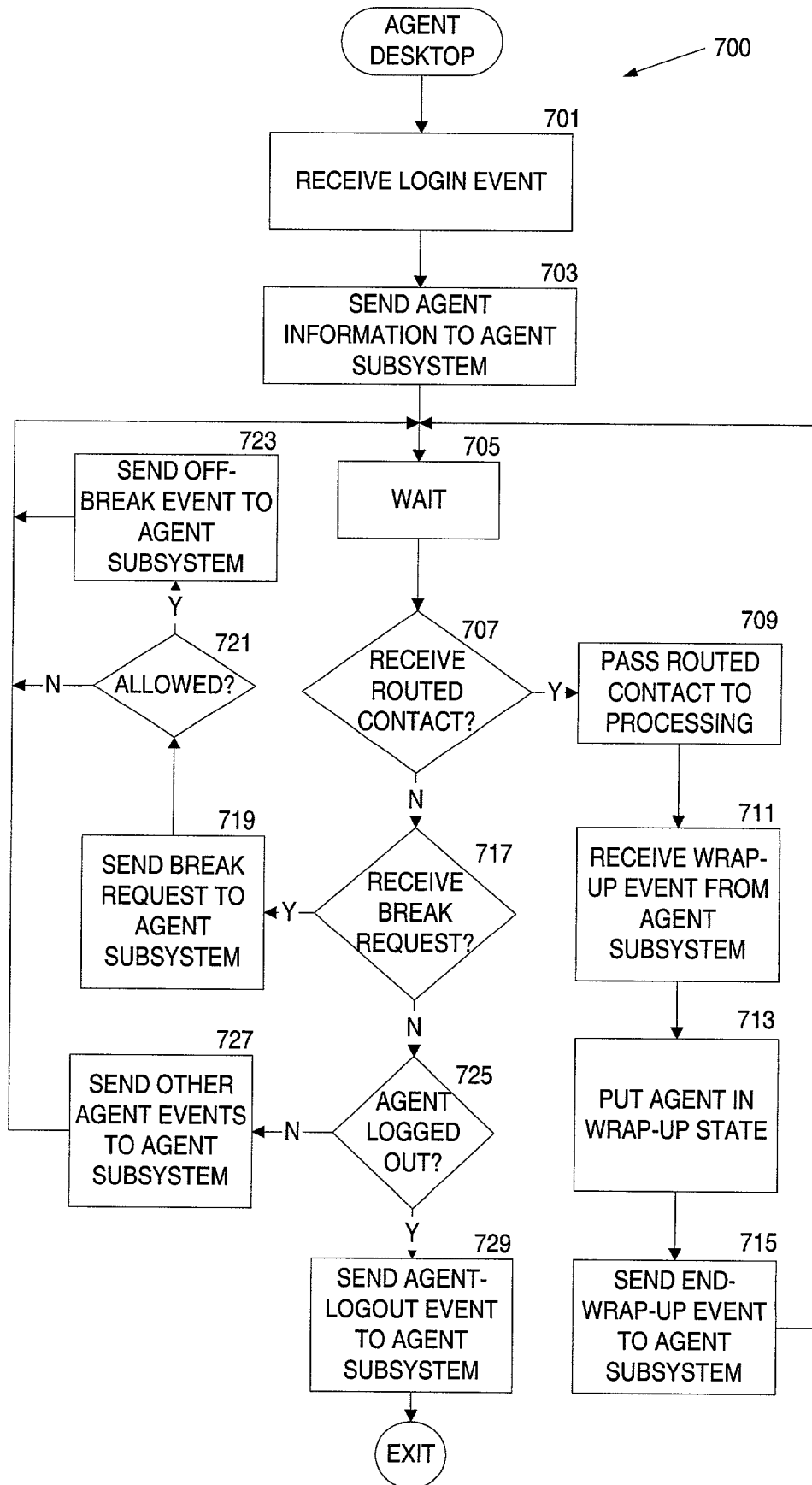


FIG.7A

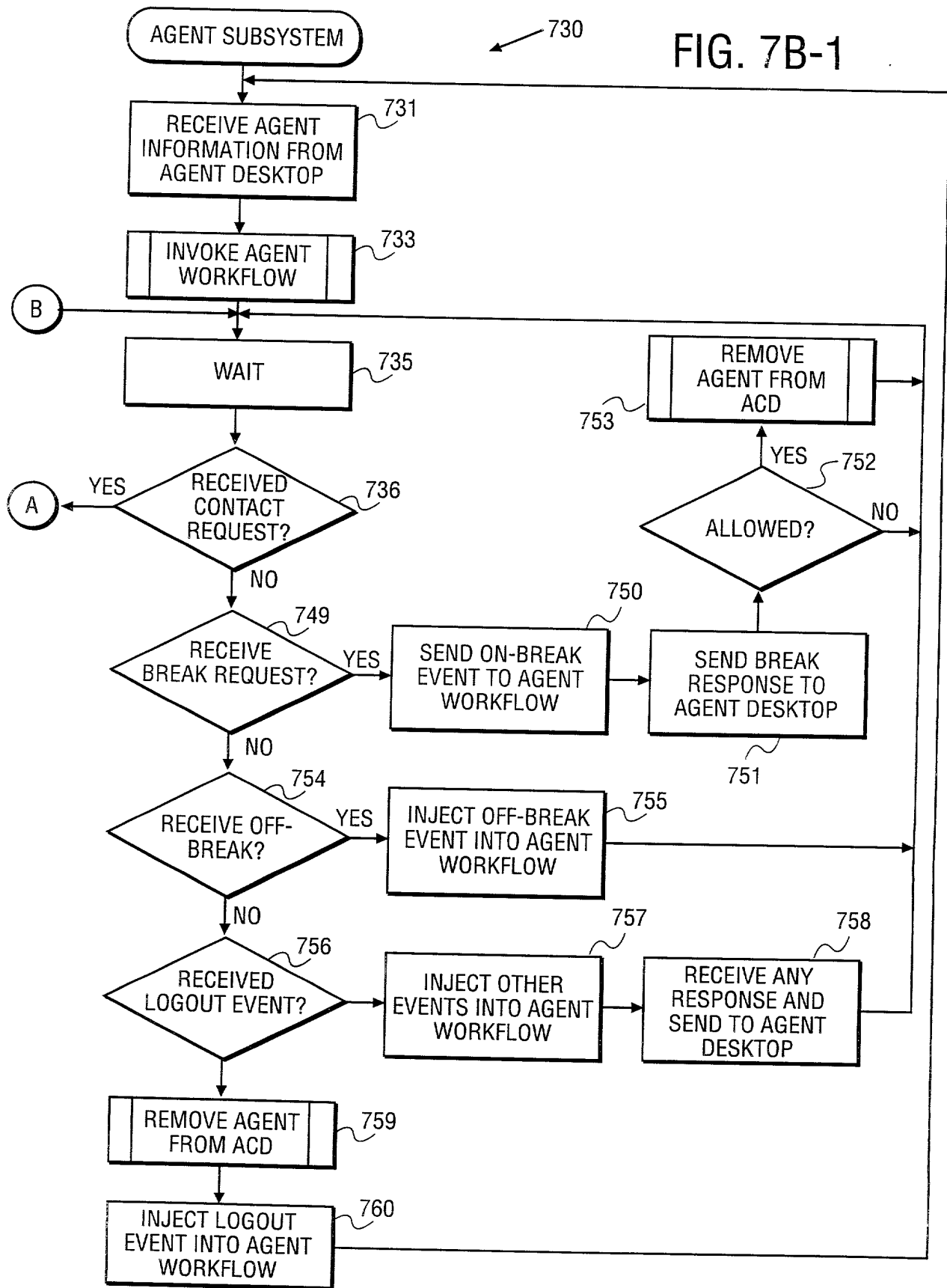
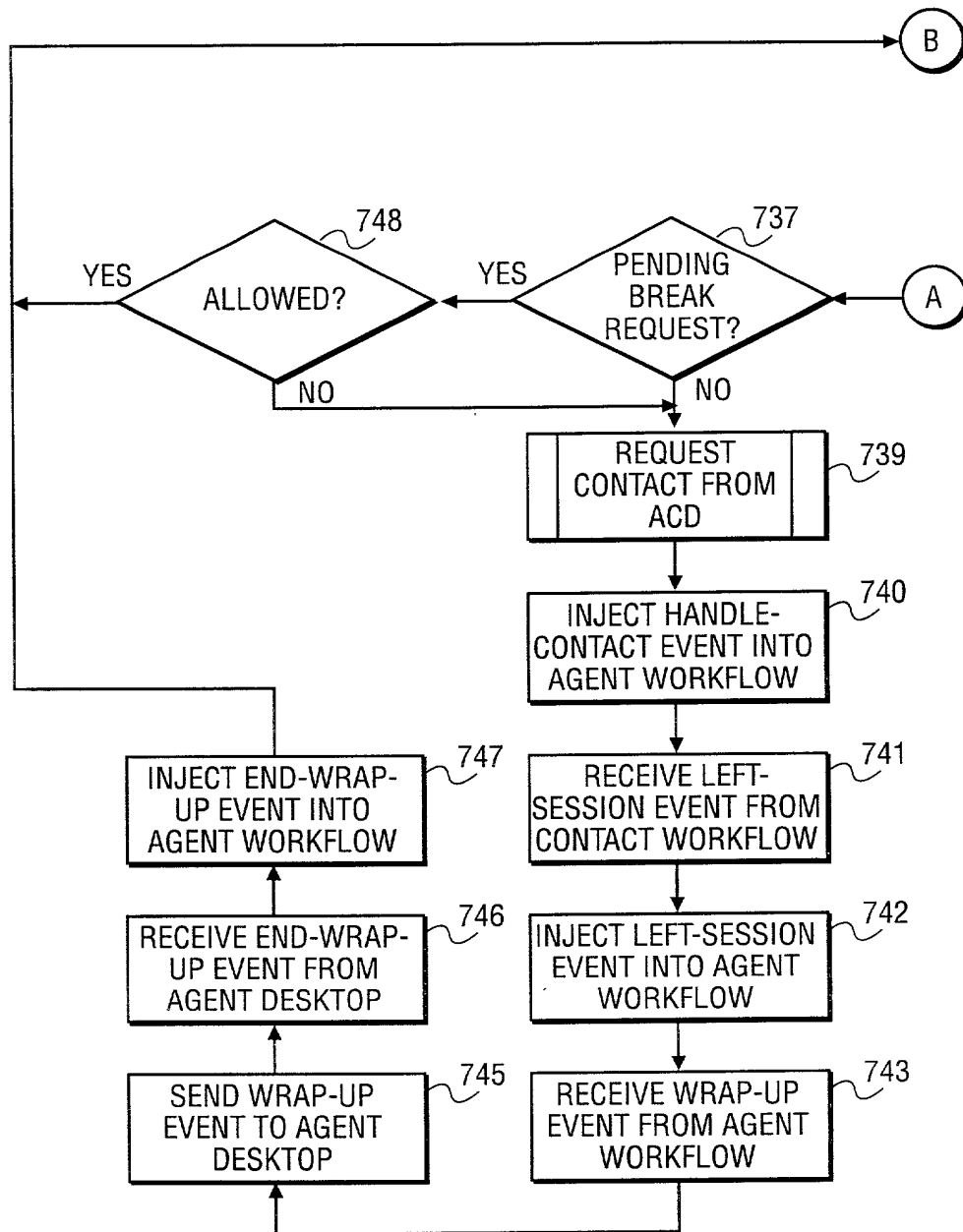


FIG. 7B-2



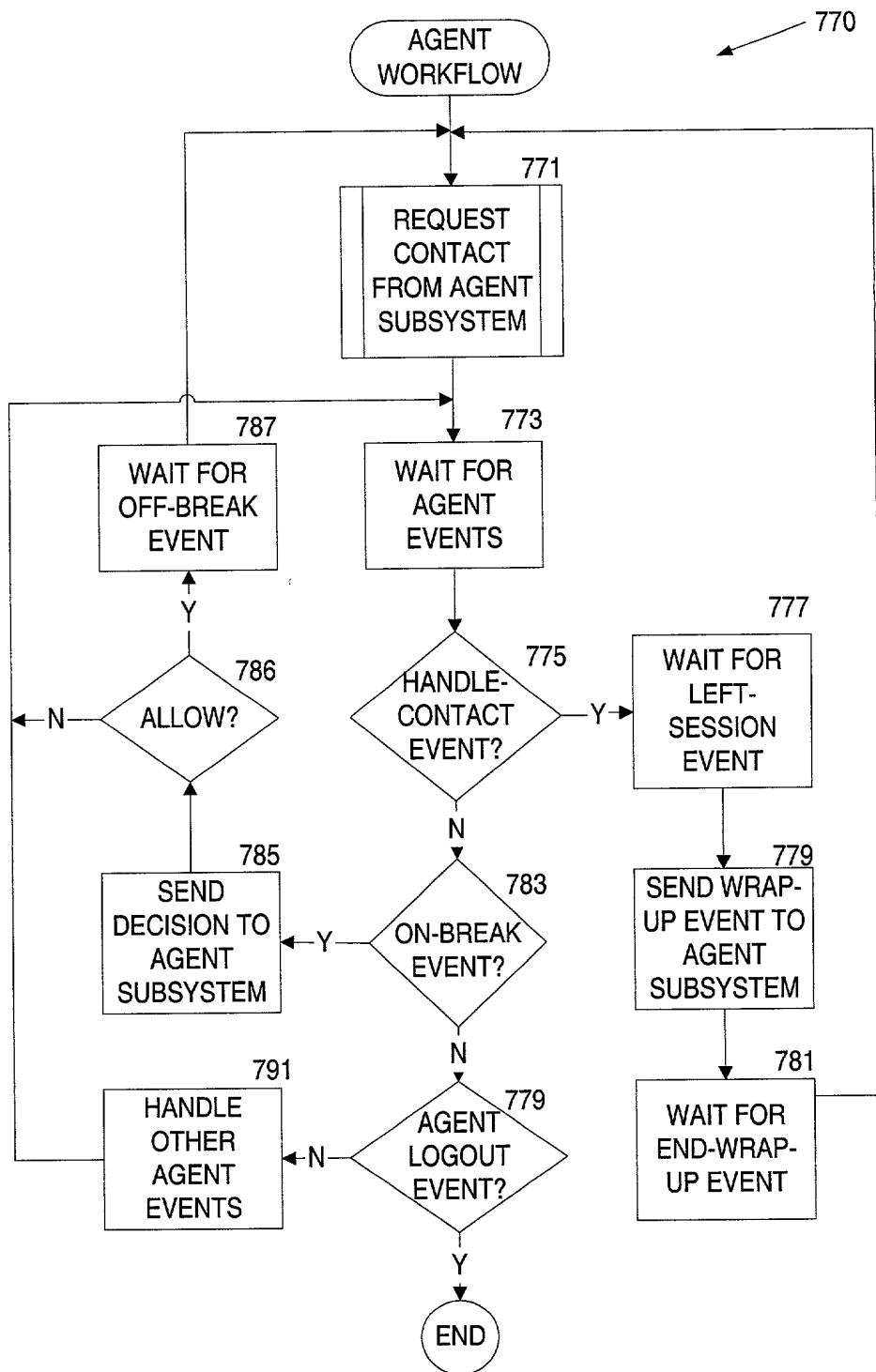


FIG.7C

800

801	CONTACT ID	
803	MEDIA TYPE	
805	CONTACT CLASS ID	
807	CASE ID	
809	ASSIGNED AGENT ID	
811	TIMESTAMP1	CONTACT STATE1
815	-----	
811	TIMESTAMPN	CONTACT STATEN

FIG. 8A

820

821	AGENT ID	
823	AGENT CLASS ID	
825	ASSIGNED CONTACT ID	
827	TIMESTAMP1	AGENT STATE1
831	-----	
827	TIMESTAMPN	AGENT STATEN

FIG. 8B

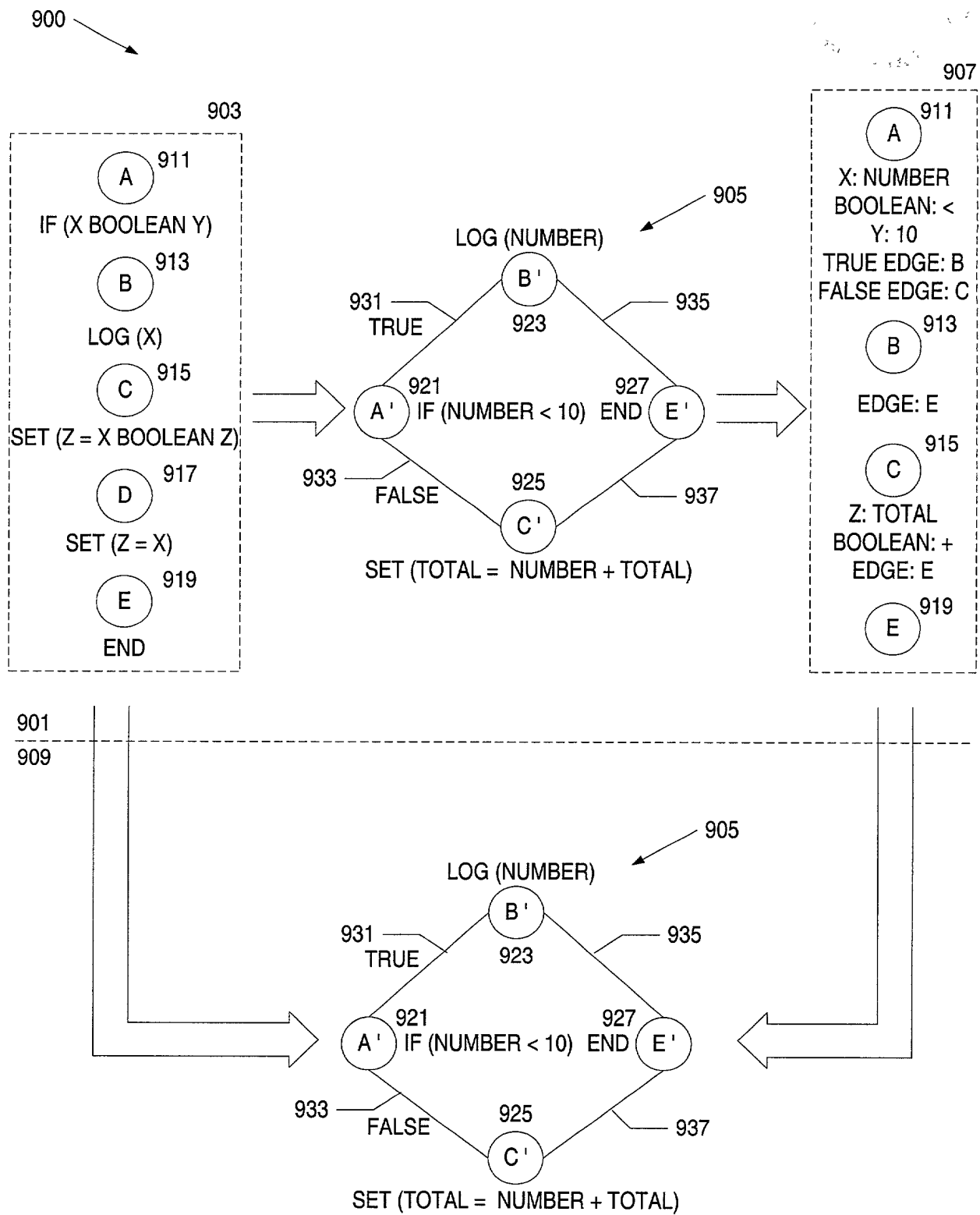


FIG. 9A

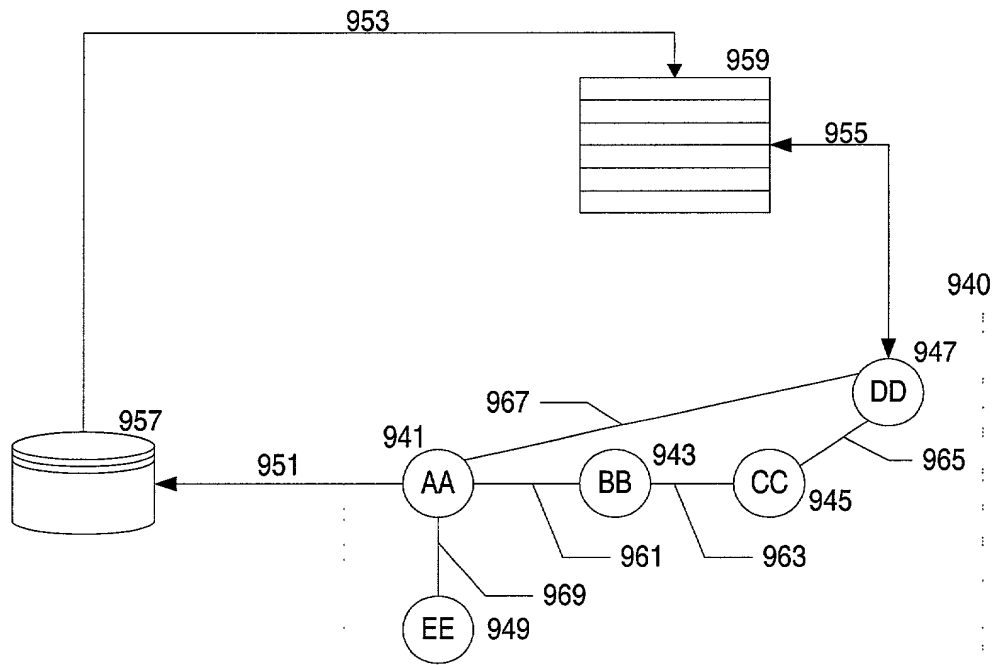


FIG. 9B

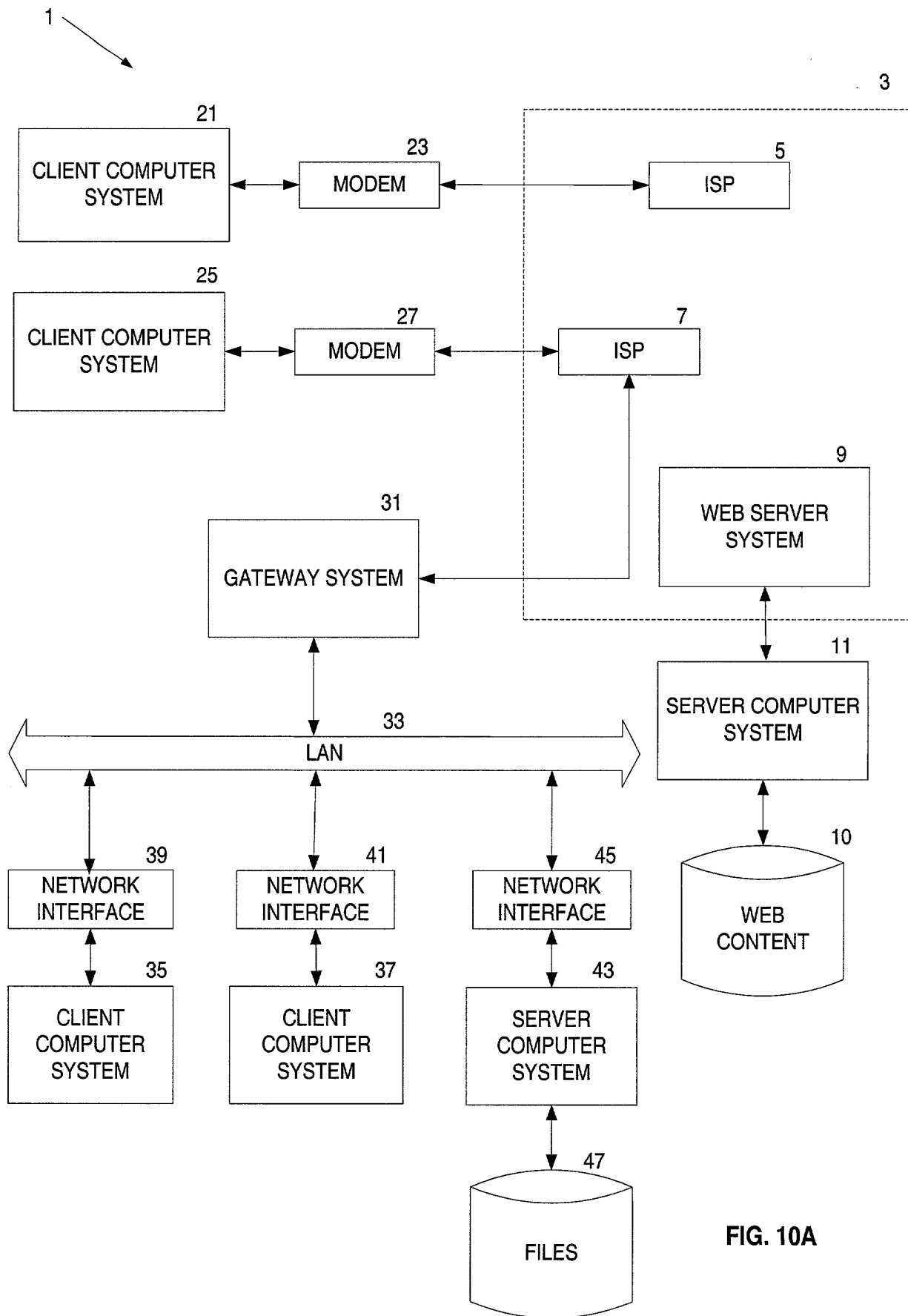


FIG. 10A

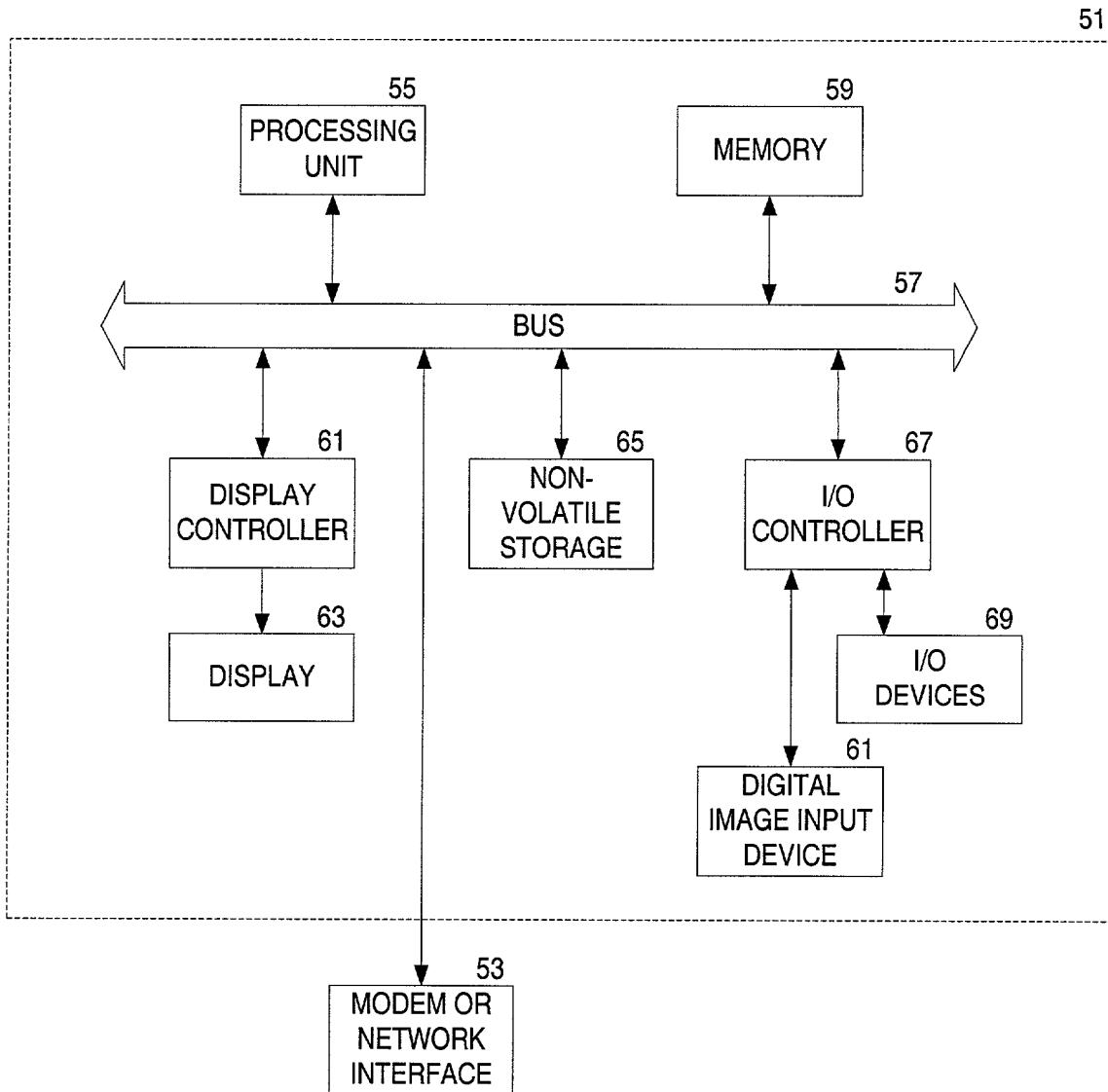


FIG. 10B